

Janice K. Brewer
Governor



Brian McNeil
Director

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December 1, 2012

The Honorable Janice K. Brewer
Governor of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Governor Brewer:

As Chairman of the Public Safety Communications Advisory Commission (PSCC or Commission), I am pleased to present our 2012 Annual Report pursuant to A.R.S. 41-3542. This Report covers the activities of the Public Safety Interoperable Communications Office (PSIC Office) within the Arizona Department of Administration, Arizona Strategic Enterprise Technology (ADOA-ASET), the PSCC and the Statewide Interoperability Executive Committee (SIEC), the operational/technical sub-committee of the PSCC.

Based on experience with many national and state emergencies, we have learned as a nation the importance of effective communication between and among public safety agencies and jurisdictions. The PSCC, PSIC Office and SIEC work to ensure that Arizona's public safety personnel, at all levels of government and within non-governmental organizations, have access to quality interoperable communication systems, are adequately trained, and utilize such systems effectively in multi-disciplinary, multi-jurisdictional response.

Advancement of Strategic Initiatives

Over the past year, the Commission, the PSIC Office and SIEC continued to advance key strategic communications interoperability initiatives as defined in Arizona's *Statewide Communications Interoperability Plan* (SCIP). Arizona's SCIP serves as a roadmap for public safety officials and documents the strategic initiatives, goals and objectives established to improve public safety interoperable communications statewide. An update to the SCIP was approved by PSCC on July 17, 2012 (after stakeholder public comment periods).

The updated 12 Arizona SCIP strategic initiatives are grouped into 5 categories which align with the U.S. Department of Homeland Security (DHS) Interoperability Continuum:

Governance Initiatives

1. Expand & Implement Interoperable Voice and Data Communications Governance Model and Plan
2. Develop Regional Communications Governance Structures
3. Implement a Strategy for Supporting National Level Goals Applicable to Regional, State, Local, and Tribal Interoperable Communications

Standard Operating Procedure Initiatives

4. Establish a Policies, Standards and Procedures (PSP) Framework, and Implement PSPs, Including Standard Operating Procedures (SOP), for Statewide Interoperable Communications Solutions

Technology Initiatives

5. Enhance and Promote the Arizona Interagency Radio System (AIRS) Interoperable Communications Solution
6. Implement, Enhance and Promote Functional Regional Voice and Data Systems in Support of Interoperable Communications
7. Upgrade the Statewide Microwave Backbone Infrastructure to Digital Technology
8. Sustain the State Strategic Technology Reserve (STR)
9. Upgrade Operable Voice and Data Communication Systems for State Agencies In Support of Interoperable Communications

Training/Exercise Initiatives

10. Develop and Implement Training and Exercise Plans to Address Interoperable Communications
11. Develop and Implement a Strategy for Exercises Focused on or Incorporating Interoperable Communications

Usage/Outreach Initiatives

12. Create and Implement an Education and Outreach Plan in Support of Interoperable Communications

The enclosed *2012 Progress Report: Public Safety Interoperable Communication Strategic Initiatives* provides information regarding progress on each of these initiatives. Additional detailed progress information is available in our annual Joint Legislative Budget Committee (JLBC) report¹.

Financial

\$527,200 was appropriated from the General Fund for the public safety interoperable communications program in FY2012. As of June 30, 2012, \$503,951 had been expended or encumbered (enabling \$23,249 to be reverted to the General Fund). The PSIC Office also utilized \$270,738 from Federal Homeland Security grants during FY2012 to support achievement of the results outlined in this report in the most fiscally responsible manner. PSIC also applied for and was awarded federal technical assistance for Arizona communities to advance interoperability. We are proud of the results that have been achieved for Arizona from these investments.

¹ http://www.azpsic.gov/library/reports/2012/JLBC_FY2012_ANNUAL_REPORT_FINAL.pdf

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\$2.2M of non-lapsing Anti-Racketeering (RICO) Fund monies were directed to the so-called RICO project (approved by PSCC, JLBC and the Information Technology Advisory Committee (ITAC)) and described in the Technology portion of the enclosed *2012 Progress Report*. The RICO project is progressing well. As of June 30, 2012, \$1,464,097.45 of these RICO funds had been expended or encumbered.

Summary

When first responders are unable to talk to one another, lives and property are at risk. We will continue to tirelessly advance public safety communication interoperability efforts for all Arizonans. Thank you for the opportunity to serve the people of Arizona.

Please contact me with any questions.

Sincerely,

Aaron V. Sandeen
Chairman, Public Safety Communications Advisory Commission
State CIO and Deputy Director, ADOA-ASET

Enclosure

Cc: Representative Andy Tobin, Speaker of the House
Senator Steve Pierce, President of the Senate
Ken Bennett, Secretary of State
Brian McNeil, Director, Arizona Department of Administration
Joan Clark, State Librarian and Director, Arizona State Library, Archives & Public Records
Lisa Dee Meyerson, Statewide Interoperability Coordinator, PSIC Office

2012 Progress Report: Public Safety Interoperable Communications Strategic Initiatives

Governance (SCIP Initiatives #1-3)

Strong governance is essential to interoperability because it provides a framework for planning, collaboration and implementation between and among multiple disparate communication systems and stakeholders. Governance is a formal system that provides a unified approach to decision-making to implement shared objectives.

Arizona is a leader in establishing and maintaining interoperable communications governance bodies and plans, which includes:

- A statewide governance body for interoperability (Public Safety Communications Advisory Commission (PSCC)) established in statute.
- A technical/operational subcommittee (Statewide Interoperable Executive Committee (SIEC)) operating in support of the PSCC.
- A Statewide Interoperability Coordinator (SWIC) in the Public Safety Interoperable Communications Office (PSIC Office).
- A strong group of engaged stakeholders who participate in interoperability workgroups (that support development of stakeholder driven policies and programs).
- An updated statewide plan for interoperability (Arizona's Statewide Communications Interoperability Plan (SCIP)) (updated annually) that is aligned with the national plan for interoperability: *The National Emergency Communications Plan* (NECP).
- A plan for the SWIC office (called the PSIC Office Plan) (updated annually) in support of interoperability activities.

In 2012, the PSIC Office made significant progress in advancement of SCIP Initiatives #1-3 related to Governance as follows:

- Advancement of statewide governance structures and planning efforts.
- Advocacy of governance for interoperability at the regional level.
- Incorporating the upcoming National Public Safety Broadband Network (NPSBN) initiative into our existing governance structures and SCIP.

Governance Structures: In the area of statewide governance structures and planning advancement, progress included:

- An annual update to Arizona's SCIP (approved by PSCC on July 17, 2012) to reflect support for development of a public safety broadband strategy, support for regional strategic planning efforts, and progress on the Arizona Interagency Radio System (AIRS) and the Strategic Technology Reserve (STR).
- Development of our annual SCIP Implementation Report for Federal Department of Homeland Security (DHS) to track Arizona's progress against its SCIP and the NECP.
- An annual update to the PSIC Office Plan which details how this Office will use its resources in alignment with Arizona State statute and in advancement of Arizona's SCIP.

2012 Progress Report: Public Safety Interoperable Communications Strategic Initiatives

Regional Governance: In the area of advocacy of governance at the regional level, workshops were held in several counties to assist in the development of Tactical Interoperable Communications Plans (TICP). These plans follow a national framework, align with the NECP and the Arizona SCIP, and assist local jurisdictions to evolve governance structures in support of interoperability on the regional level.

The PSIC Office also coordinated strategic planning workshops to improve interoperability between public safety agencies in Maricopa County that participate in the Regional Wireless Cooperative (RWC) and the Topaz Regional Wireless Cooperative (TRWC).

Broadband: In the area of incorporating the upcoming National Public Safety Broadband Network (NPSBN) initiative into our existing governance structures and SCIP, PSIC took steps to position Arizona to take advantage of the NPSBN, including researching national standards and participating in multiple workgroups at the national level.

Following the passage of Public Law 112-96, the Middle Class Tax Relief and Job Creation Act of 2012, which includes provisions to fund and govern the NPSBN, members of the PSIC Office, Arizona Department of Homeland Security (AZDOHS), the Arizona Department of Public Safety (DPS) and the Arizona Department of Administration (ADOA) met with the Governor's staff to review the Act. During the meeting, it was determined that PSIC and ADOA-ASET will take the lead in developing a public safety broadband strategy and recommendations for the Governor's Office.

The PSIC Office plans to garner input and advice from PSCC, SIEC, Digital Arizona Program (ADOA-ASET), 9-1-1 Office (ADOA-ASET), DPS, AZDOHS and stakeholders statewide. The PSIC Office will serve as the central point of contact to ensure that all interested parties get uniform and consistent information about Arizona public safety broadband processes and plans, and that we become aware of all interested parties. The PSIC Office provides monthly briefing documents to the Governor's Office on this important initiative. PSIC will also track what other states & organizations at the regional and national level are planning.

On April 17, 2012, PSIC briefed the PSCC on the current state of the NPSBN and the PSCC approved the formation of the Arizona Public Safety Broadband Network (AZPSBN) Workgroup. The AZPSBN Workgroup will provide advice and make recommendations to the PSCC on matters related to the NPSBN and the AZPSBN.

Standard Operating Procedures (SOP) (SCIP Initiative #4)

A reliable policies, standards and procedures framework enables stakeholders to implement interoperability projects consistently across the State. The PSIC Office, with the support of the PSCC and SIEC, made solid progress in 2012 on SCIP Initiative #4: Establish a Policies, Standards and Procedures (PSP) Framework, and Implement PSPs, Including SOPs, for Statewide Interoperable Communications Solutions.

Statewide policies, standards and procedures updated this year include:

2012 Progress Report: Public Safety Interoperable Communications Strategic Initiatives

- Interoperable Channels Plan¹ - establishes requirements for programming of statewide and national interoperable channels into public safety radios, and provides guidance on the use of 16 specific channels in each of the VHF, UHF and 700/800 MHz interoperability spectrum. Revised and approved by the SIEC on January 11, 2012 and by the PSCC on February 14, 2012.
- Land Mobile Radio Minimum Equipment Standards² - documents certain radio features, nationally recognized to promote and maintain a higher level of interoperable communications among and between public safety jurisdictions and disciplines. It is recommended that all mobile and portable radio equipment purchased for public safety emergency response communications meet or exceed these minimum standards. Revised and approved by the SIEC on September 18, 2012.
- AIRS SOP³ – documents the policies and procedures for the use of AIRS (a suite of cross-banded mutual aid channels) in the VHF, UHF and 800 MHz bands. Revised and approved by the SIEC on January 11, 2012.
- Communication Unit Training Coordination Procedure⁴ – a statewide procedure developed by the PSIC Office (with input from Arizona Division of Emergency Management (ADEM) and SIEC), to coordinate All-Hazards Communications Unit Training in Arizona. The procedure defines appropriate instructors for the All-Hazards Communications Unit position courses, how Arizona will develop a cadre of such Instructors, and how communications unit training courses can be requested. Revised and approved by the SIEC on August 14, 2012.
- Arizona Regional All-Hazards Communications Unit Recognition Procedure⁵ – documents the process for requesting recognition at the Arizona regional level for communications unit positions that align with associated Federal DHS approved curriculum and task book. Revised and approved by the SIEC on August 14, 2012 and by the PSCC on September 18, 2012.
- National Incident Management System (NIMS) Communications Unit Workgroup (NIMS-CU) Policies and Procedures⁶ – documents the procedures that will be followed by this workgroup and the PSIC Office to review the qualifications of individuals seeking Arizona regional recognition for All-Hazards Communications Unit positions. Revised and approved by the SIEC on August 14, 2012.

In addition, the PSIC Office has made progress in researching national standards with the goal of defining NPSBN related policies and standards for Arizona's public safety community.

The PSIC Office also advanced the Regional Communications Systems Connections (RCSC) project between the key regional systems in Arizona (RWC, TRWC, DPS,

¹ http://azpsic.gov/library/standards/AZ_Interoperable_Channels_Plan.pdf

² http://azpsic.gov/library/standards/Minimum_Equipment_Standards_09182012.pdf

³ http://azpsic.gov/library/airs/Arizona_AIRS_SOP_01112012.pdf

⁴ http://azpsic.gov/library/standards/AZ_Comms_Unit_Training_Coord_Procedure_FINAL.pdf

⁵ http://azpsic.gov/library/standards/Arizona_Regional_All-Hazards_Comms_Unit_Recognition_Updated_Approved_091812.pdf

⁶ http://azpsic.gov/library/standards/NIMS_CU_Appointment_Sheet_Approved_10192010.pdf

2012 Progress Report: Public Safety Interoperable Communications Strategic Initiatives

Maricopa County and Yuma Regional Communications System (YRCS)) with the goal of enabling effective emergency communications between and among their rapid response teams. Pima County Wireless Integrated Network (PC-WIN) will be added to the RCSC once their system is live.

Technology (SCIP Initiatives #5-9)

Arizona is currently pursuing a system-of-systems approach to interoperability, coordinating and encouraging interconnection of operability and interoperability communications assets to one another in order to provide communications between state, regional and local systems. Existing technical assets for interoperability include shared systems, shared channels, gateways, radio caches and other communications technologies.

During the past year, the PSIC Office and its partners continued advancing technology related SCIP Initiatives #5 to 9 as follows:

Enhance and Promote the AIRS Interoperable Communications Solution (SCIP Initiative #5) – AIRS⁷ is a suite of full-time, cross-banded mutual aid channels designed to provide basic interoperable communications capability statewide in populated areas.

The initial planned AIRS build-out was completed by DPS in 2012 with installation of the final two AIRS Suites at Long Mesa (AIRS Region 3) and Jacob Lake (AIRS Region 2). Going forward, agencies that desire additional coverage in their region may purchase and install equipment to expand coverage of the AIRS system. PSIC, in collaboration with DPS and SIEC, drafted a procedure to establish requirements for the integration of any locally procured AIRS infrastructure into the statewide AIRS system (maintained by DPS). The AIRS Improvement and Sustainability Plan⁸ provides guidance for initial approvals and ongoing maintenance responsibilities. The Plan was approved by the SIEC on October 9, 2012.

Implement, Enhance and Promote Functional Regional Voice and Data Systems in Support of Interoperable Communications (Regional Partners) (SCIP Initiative #6) - Although some robust regional systems exist and other systems are under development, many areas within Arizona do not have access to regional shared systems and operate on individual agency systems making interoperability challenging. PSCC, SIEC and the PSIC Office continue to promote regional systems through outreach and education of stakeholders regarding regional system benefits. We feature regional system updates at PSCC and SIEC meetings. Further, the development of Strategic Communications Migration Plans (SCMP) and Tactical Interoperable Communications Plans (TICP) supports promotion of regional systems. (See SCMP and TICP project progress under Governance above). Finally, we promote connectivity

⁷ <http://www.azpsic.gov/library/airs/>

⁸ http://www.azpsic.gov/library/airs/AIRS_Improvement_and_Sustainability_Plan_10092012.pdf

2012 Progress Report: Public Safety Interoperable Communications Strategic Initiatives

between regional systems to further advance interoperability. (See RCSC project progress under SOPs above).

Upgrade the Statewide Microwave Backbone Infrastructure to Digital Technology (DPS) (SCIP Initiative #7) – An upgraded digital backbone is required for Arizona to implement modern, standards-based, interoperable radio systems. The microwave backbone digital upgrade project by DPS's Wireless Systems Bureau (WSB) continues to make progress, albeit at a slower pace than planned due to resource and funding constraints. DPS/WSB was able to complete 6 digital path upgrades in FY2012. A number of additional paths are also in progress. Due to resource and funding constraints, the end date for the project has been extended to June 30, 2017.

Sustain the State Strategic Technology Reserve (STR) (ADEM) (SCIP Initiative #8) – A strategic reserve augments day to day assets to support continuity of operations. The State Strategic Technology Reserve (STR) project by ADEM was completed in FY2012 with all remaining equipment purchased and deployed. During the 2012 SCIP revision, Strategic Initiative #8 was changed from *Implement the STR* to *Sustain the STR* to reflect this progress.

Arizona emergency management officials consider the Continuity of Government (COG) as the prime directive for the STR, with augmentation of the current reserves that are deployed throughout Arizona. Future activities by ADEM and others related to the STR will focus on engaging emergency planning and communications groups statewide through briefings on the capabilities and limitations of the STR, including access and deployment procedures, and ensuring that STR equipment and request procedures are consistently documented in all statewide emergency response plans, COG plans, and TICPs.

Upgrade Operable Voice and Data Communication Systems for State Agencies in Support of Interoperable Communications (SCIP Initiative #9) – Existing land mobile radio systems for AZ State agencies are in the process of being enhanced and will continue to be enhanced over time, subject to funding availability.

Initiative #9 includes a project which utilizes \$2.2 Million in Racketeer Influenced and Corrupt Organizations (RICO) Act funds for the advancement of communications interoperability along the southern Arizona border. The project deploys standards-based P25 communications capabilities at six key transmitter sites supported by DPS' upgraded digital microwave system, and supports hardware and software upgrades to the YRCS infrastructure. The project provides high-level connectivity for existing and developing communication systems, thus increasing interoperability capabilities during multi-jurisdictional, multi-agency response and recovery, with the goal of mitigating impacts from critical incidents.

As of the end of FY2012, five of the six transmitter sites were activated. Due to road access issues, the remaining tower has not yet been activated but will be installed by December 2012. The equipment is currently programmed and in staging at DPS/WSB.

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Additionally, the project provides communications equipment for selected law enforcement dispatch centers and Public Safety Answering Points (PSAP) in the region. Through the creation of a Southeastern Arizona Communications Center Talk Group, the dispatch centers will be able to share information and coordinate efforts between participating agencies in the border region. This will alleviate the need for dispatchers to make a phone call or send a teletype every time they need to relay information to, or coordinate with, a neighboring jurisdiction. The Talk Group may also be used for situations such as requesting resource assistance (i.e., K9, helicopter, officers), broadcasting critical attempts to locate (i.e., missing children, carjacking, pursuit), and immediate notification of PSAP equipment failures/evacuations.

A Memorandum of Understanding (MOU) and a draft Standard Operating Procedure (SOP) for PSAPs to utilize the Southeastern Arizona Communications Center Talk Group were developed by the PSIC Office with stakeholder input in 2012 and will be implemented in 2013.

Additional technology related activities included educating stakeholders on FCC narrowbanding requirements, which will impact public safety operability, and therefore is important for interoperability.

Training & Exercise (SCIP Initiative #10-11)

The implementation of effective training and exercise programs is essential for ensuring that technology works as planned and that responders are able to demonstrate effective communication using that technology. Accomplishments during 2012 regarding Training and Exercise initiatives and objectives include:

- Continued support by the PSIC Office of statewide AIRS Training program, including a DVD, lesson plan and other training materials to promote the use of AIRS frequencies statewide.
- Advancement of Communications Unit training and credentialing program consistent with national standards and ADEM requirements, including:
 - Offering of All-Hazards Communications Unit Leader (COML) training courses as well as All-Hazards Communications Technician (COMT) training in multiple jurisdictions in Arizona
 - Developing a COML Field Day to support advancement of COML/COMT skill sets through a day long hands-on training event.
 - Revisions to the AZ Communications Unit Training Coordination Procedure⁹
 - Revisions to the Arizona Regional All-Hazards Communications Unit Recognition Program Procedure¹⁰
- The Office of Emergency Communications (OEC) within DHS, in collaboration with the National Council of Statewide Interoperability Coordinators (NCSWIC),

⁹ http://www.azpsic.gov/library/standards/AZ_Comms_Unit_Training_Coord_Procedure_FINAL.pdf

¹⁰ http://www.azpsic.gov/library/standards/Arizona_Regional_All-Hazards_Comms_Unit_Recognition_Updated_Approved_091812.pdf

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identified Arizona as a best practice model for state Communications Unit Recognition Programs. Arizona was featured in an interactive Certification Recognition / Best Practices webinar on July 31, 2012. The SWIC provided an overview of the State's COML recognition program that included:

- Review of the certification process in AZ
 - Discussion of the challenges associated with managing the program
 - Recommendations for other states to consider as they develop their COML recognition programs
- Participating in exercises and events in support of interoperable communications components for Arizona communities.

Usage & Outreach (SCIP Initiative #12)

In an effort to advance interoperable communications through shared information and strengthened partnerships among public safety agencies, the PSIC Office, PSCC and SIEC promotes collaboration among members of public safety and service agencies/organizations at all levels of government throughout Arizona.

The PSIC Office promoted collaboration among members of public safety and service agencies/organizations by revising and implementing the *Statewide Education and Outreach Plan Regarding Public Safety Communications Interoperability*¹¹. The Plan highlights outreach methods and messaging, including specific interoperability topics of high priority in 2012:

- FCC Narrowbanding Compliance
- National Public Safety Broadband Network (NPSBN)
- NECP Gap Closure (Regional Interoperability Planning: CASM, TICPs, SCMPs and other Resources)

The PSCC and SIEC each met five times during the year and in each of these two hour meetings approved interoperability projects and policies, heard updates from regional systems, provided guidance to and received technical advice from SIEC and its workgroups, and provided significant feedback to the PSIC Office regarding advancing SCIP initiatives.

PSIC staff regularly attended and presented at numerous functions, including conferences, workshops, expos, taskforces, and national, multi-state, State, regional, local and working group meetings. PSIC also conducted in-person meetings, web and telephonic conferences, posted updates to its website, and communicated regularly by e-mail to its extensive (850+) interested parties list.

¹¹ http://www.azpsic.gov/plans/Education_and_Outreach_Plan_2012_Approved_07172012.pdf